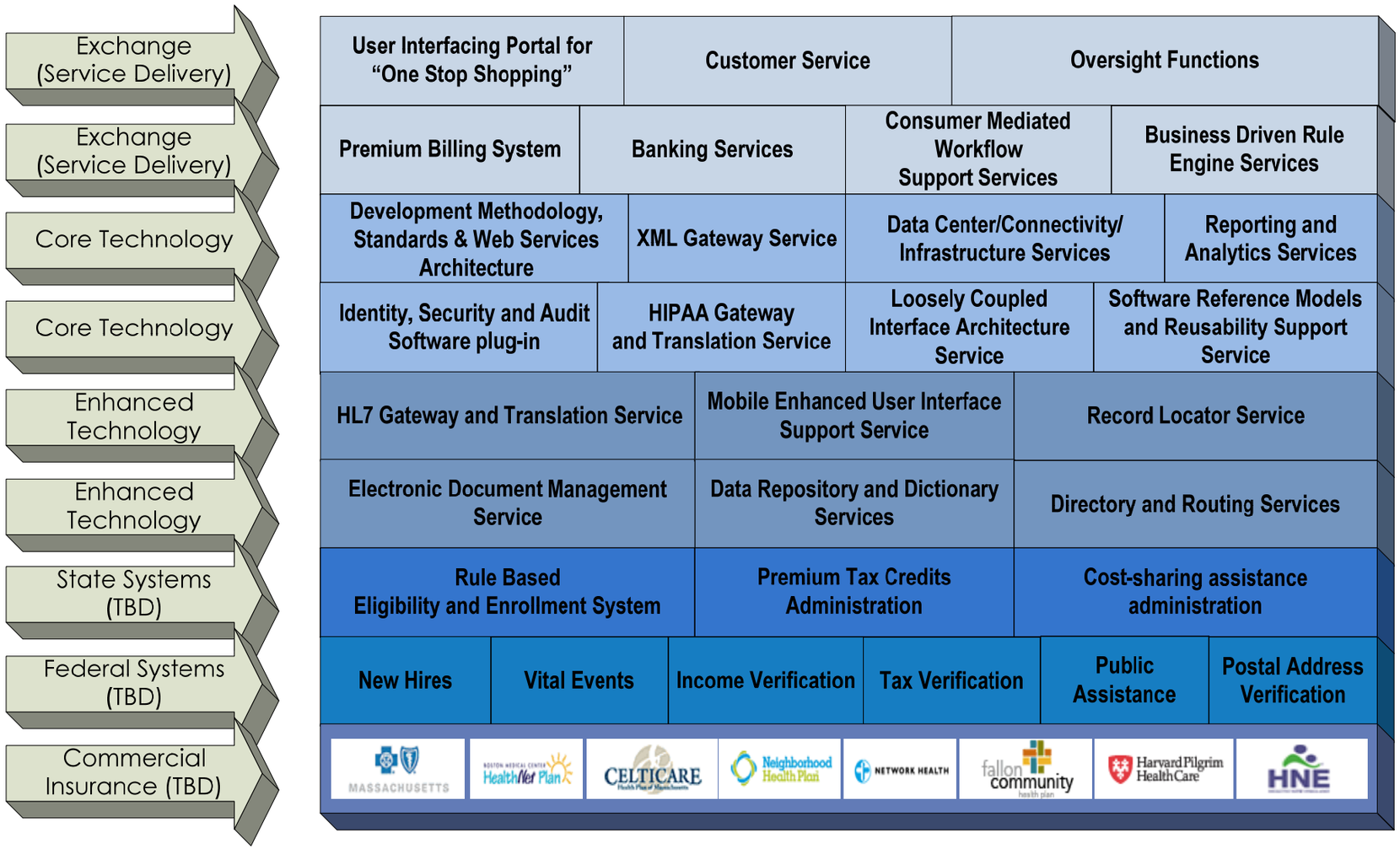
Regional Exchange Service Components (Vision, Reusability and Readiness)

Regional Exchange Services Stack



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No	Grouping	Service Component	Component Vision	Vision for Regional Leverage	Your state's readiness index [1]	Ability to collaborate regionally on component [2]	Notes on state readiness
1	Exchange (Service Delivery)	User Interfacing Portal for "One Stop Shopping"	Consumer friendly "Exchange" web portal for one stop shopping for public and commercial insurance options including advanced features such as • Side-by-side plan comparison, • Pre population of know data elements, • Maximized real time validation and transaction, • XML based premium rate retrieval and shipment of enrollment data to trading partners • Accessibility features, • Tax credit awareness, and • a user experience comparable to retail sites including, where applicable, ability to print temporary insurance card In addition the Exchange shall support all statutory required requirements of section 1311 of the Affordable Care Act. Specifically, Section 1311(d)(4) specifies core functions that an Exchange must meet: • Certification, recertification and decertification of plans • Operation of a toll-free hotline • Maintenance of a website for providing information on plans to current and prospective enrollees • Assignment of a price and quality rating to plans • Presentation of plan benefit options in a standardized format • Provision of information on Medicaid and CHIP eligibility and determination of eligibility for individuals in these programs • Provision of an electronic calculator to determine the actual cost of coverage taking into account eligibility for premium tax credits and cost sharing reductions • Certification of individuals exempt from the individual	Best practices, design components and reusable code components can be shared Potential for leveraging regional purchasing power for any procurement State based implementation.	MA: High/Medium ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Dirigo Health Agency (DHA) has offered online eligibility calculator in past and is actively developing online enrollment / eligibility functions. Current architecture includes electronic enrollment synchronization with commercial insurance partner. State DHHS is currently developing online portal for Medicaid and other assistance programs. State DOL has online enrollment and management of unemployment benefits.

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			responsibility requirement • Provision of information on certain individuals identified in Section 1311 (d)(4)(I) to the Treasury Department and to employers • Establishment of a Navigator program that provides grants to entities assisting consumers as described in Section 1311(i) Additional Exchange functions include: • Presentation of enrollee satisfaction survey results under Section 1311(c)(4) • Provision for open enrollment periods under Section 1311(c)(6) • Consultation with stakeholders, including tribes, under Section 1311(d)(6) • Publication of data on the Exchange's administrative costs under Section 1311(d)(7)				
2	Exchange (Service Delivery)	Customer Service	Consumer facing state of the art call center and web based account management tools to enable • Advanced call center technologies (automated call distribution, interactive chat, etc.) • Web-based account management tools for call reps and customers • Reporting systems that measure effectiveness (e.g. abandonment rate, avg. wait time, avg. length of call, etc.)	Best practices can be shared Potential for leveraging regional purchasing power for any procurement State based implementation.	MA : High ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: State has multiple call centers for DHA, DHHS and other functions, including IVR functions as well as tracking and reporting mechanisms.
3	Exchange (Service Delivery)	Oversight Function	(Information from 2010_11_18_Exchange_Guidance published in support of Affordable Care Act Section 1311.) Section 1311(c) requires the Secretary to develop regulatory standards in five areas that insurers must meet in order to be certified as qualified health plans by an Exchange:	Best practices can be shared State based implementation.	MA : High/Medium ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: State Bureau of Insurance currently oversees and approves plans in terms of network adequacy and financial stability. Multiple state stakeholders involved in accreditation

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			• Marketing • Network adequacy • Accreditation for performance measures • Quality improvement and reporting • Uniform enrollment procedures Additional areas where Exchanges must ensure plan compliance with regulatory standards established by the Secretary include: • Information on the availability of in-network and out-of-network providers as identified in Section 1311(c)(1)(B) and (C), including provider directories and availability of essential community providers • Consideration of plan patterns and practices with respect to past premium increases and submission of plan justifications for current premium increases under Section 1311(e)(2) • Public disclosure of plan data identified in Section 1311(e)(3)(A), including claims handling policies, financial disclosures, enrollment and disenrollment data, claims denials, rating practices, cost sharing for out of network coverage, and other information identified by the Secretary • Timely information for consumers requesting their amount of cost sharing for specific services from specified providers as described in Section 1311(e)(3)(C) • Information for participants in group health plans as described in Section 1311(e)(3)(D) • Information on plan quality improvement activities as specified in Section 1311(g)				projects for performance and quality measures. Data collected by state Maine Health Data Organization (all-payer database) and analyzed by DHA (Maine Quality Forum). Partnerships include Maine Health Management Coalition (employers and providers), Employee State Health Plan.
4	Exchange	Consumer Mediat	This is a support component to the Exchange portal. It supports	Component design and code	MA : Medium	MA:	

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	(Service Delivery)	ed Workflow Support Services	a consumer driven and mediated approach that allows the consumer to review and confirm auto pulls from verification systems. For example, a real time interface with the tax system could present the consumer with pre populated data that the consumer would have the ability to confirm thereby furthering the workflow.	can be shared State based implementation.	ME: Medium CT: RI : VT:	ME: CT: RI : VT:	Maine: Maine has broad experience across a variety of functional areas in implementing consumer driven workflow, including IVR systems and a host of online services available to citizens (http://www.maine.gov/informe/board/reports/2009%20InforME%20Annual%20Report.pdf) . These systems have been developed mostly in isolation from each other, so there is no single workflow engine supporting each.
5	Exchange (Service Delivery)	Premium Billing System	This is a support component to the Exchange portal. Support system for managing financial transaction with subscribers for commercial programs that uses standard based real time interfaces with insurers and supports robust reporting. Component includes e-pay functionality and report writing. Could be custom coded or a 3-rd party system	Has the potential to be an outsourced service at the regional level	MA : Medium ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine's commercial insurance partner is responsible for sending actual bills to DirigoChoice customers. This billing system integrates with DHA financial systems (AR) because payment is received at the Agency (see Banking services). Rhode Island: Vermont:
6	Exchange (Service Delivery)	Banking Services	Depending of the financial model used for the functioning of the exchange, there may be the need for the implementation of a lockbox/banking service component. The federal law currently describes a process whereby the federal government would remit tax credits directly to health carriers. We may want to implement a lockbox model in which customers would remit their premium payments to the exchange and the exchange would pass the premiums along to the carriers – along with value of the federal tax credit. Such a system would require the federal government to allocate an estimate of tax credit funds.	If a model requiring banking services emerges in more than one state, there exists the opportunity to share lockbox and banking services across several exchanges.	MA : Low ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: DHA supports direct lockbox integration into its operations, as member premiums are payable to the Agency. Additionally, DHHS and DHA support a variety of Electronic Benefit and Electronic Fund transactions across multiple assistance programs. These functions integrate banking services and the State's financial systems. Rhode Island: Vermont:

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7	Exchange (Service Delivery)	Business Driven Rule Engine Services	Human readable rules engine format for externalization of business rules and policy associated with rate setting, eligibility and enrollment. Includes grandfathering (or express lane) rules i.e. if citizen eligibly for X, they are automatically eligible for Y and Z)	State based implementation. Component design and code can be shared Potential for leveraging regional purchasing power for any 3rd Party software/hardware	MA : Low ME: Low CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts: Connecticut: Maine: Rhode Island: Vermont:
8	Core Technology	XML Gateway Service	To allow for real time SOAP/XML based Web Service interfaces with partner end points such as public eligibility determination and enrolment system, commercial insurers and Federal and State systems (New Hires, Vital Events, Income verification, Tax Verification, Public assistance, Postal Address verification etc.)	Strong potential for regional XML Gateway exchanges that streamline state-to-federal exchange. Potential for leveraging regional purchasing power for any procurement	MA : High ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Multiple systems use XML messaging or XML interfaces features, but are not using a Gateway service per se. Rhode Island: Vermont:
9	Core Technology	Data Center/Connectivity/ Security Infrastructure Services	Data Center support for hosting the Exchange, XML Gateway and related hardware components. Leveraging virtualized environments (cloud computing) the environment needs to be able to scale up with demand and meet/exceed industry performance standards	Data Center services, while regionally leverage-able, are typically implemented at state level or outsourced. Potential for leveraging regional purchasing power for any procurement	MA : High ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine has significant experience with data hosting, server farms, network infrastructure, cloud computing and distributed services. Rhode Island: Vermont:
10	Core Technology	Reporting and Analytics Services	Performance measurement support by robust reporting and data analytics support	Best practices can be shared Potential for leveraging regional purchasing power for any procurement	MA : Medium ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine supports a variety of reporting services / packages across functional areas. Rhode Island:

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				State based implementation.			Vermont:
11	Core Technology	Development Methodology Standardization and Web Services Architecture	In support of the development of the vision and functional components the use of standard and methodology based software development life cycle (SDLC) including the use of iterative and incremental development methodologies is imperative.	Best practices can be shared Component design and code can be shared	MA : High ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine has established SDLC policies that support multiple development methodologies.
12	Core Technology	Identity, Security and Audit Software plug-in	Identity management, Encryption during flight service, Audit service (create, modify, delete, print), log service	State based implementation. Component design and code can be shared Potential for leveraging regional purchasing power for any 3rd Party software/hardware	MA : Medium ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine has an established infrastructure for identity security (single sign on) for state applications, but has not deployed similar architecture for its web (citizen) applications. Rhode Island: Vermont:
13	Core Technology	HIPAA Gateway and Translation Service	To enhance HIPAA transactions for eligibility, enrollment and status 270/271/834 interoperability between various public and private sources and platforms	Potential for regionally hosted and operated HIPAA Gateway. Massachusetts shall enable a shared service that could be leveraged. Potential for procurement purchasing power for underlying translator software.	MA : High ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine's Medicaid claims payment system employs a HIPAA Gateway. It could be expanded across other functional systems. Rhode Island: Vermont:
14	Core Technology	Loosely Coupled Interface Architecture Service	While this is mostly a design principle it is called out here as a key vision component to ease enablement of integration of otherwise heterogeneous systems including the exchange, state systems, federal systems and commercial providers. This	Design approach highly leverage-able at a regional level.	MA : High ME: Medium CT: RI :	MA: ME: CT: RI :	Maine: Multiple systems across State CDC and DHHS have been built using similar architectural principles. However, the State continues to support multiple systems with custom / specific interface design.

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			Promotes generic interfaces definition with parameterized controls to avoid "hard wiring" of custom interfaces between systems	Largely implemented at state level.	VT:	VT:	Rhode Island: Vermont:
15	Core Technology	Software Reference Models and Reusability Support Service	While not a component by itself, this is mentioned here to underline the importance of promoting reusability via implementation and support services amongst the regional states. This is envisioned to be a full reference module, source code, SDK and API for above services that another entity (eg - another state) could pick up and implement as a plug-in. Should also allow for consulting and support services.	Lead state for a reusable service to provide this component	MA: ME: CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts's: Connecticut: Maine: Rhode Island: Vermont:
16	Enhanced Technology	HL7 Gateway and Translation Service	To enhance HL7 interoperability between various sources and platforms	Potential for regionally hosted and operated HIPAA Gateway. Massachusetts shall enable a shared service that could be leveraged. Potential for procurement purchasing power for underlying translator software.	MA : High/Medium ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine is supporting projects in CDC and in state-wide clinical data exchange that leverage HL7 interfaces. Rhode Island: Vermont:
17	Enhanced Technology	Mobile Enhanced User Interface Support Service	Optional support for advanced mobile features such as text messaging to update consumers of status and support for mobile user interface access to the exchange.	Component design and code can be shared Potential for leveraging regional purchasing power for any procurement State based implementation.	MA : Low ME: Medium CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine currently supports integrated texting into several applications and also provides mobile support to child support case workers. Rhode Island: Vermont:

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18	Enhanced Technology	Record Locator Service	A software plug-in service that will input either an Identifier (like SSN) or use demographic info based probabilistic matching routines to search for current enrollment/eligibility status of citizens.	State based implementation. Potential for leveraging regional purchasing power for any 3rd Party software/hardware	MA : Low/Medium ME: Low CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts: 3rd Party software licenses available. Solution needs to be designed and implemented Connecticut: Maine: Rhode Island: Vermont:
19	Enhanced Technology	Directory and Routing Services	Configurable service providing locator services ranging from centralized yellow pages of organizations building into federated white pages of persons/departments/machines to undiscoverable local directories.	Potential for regional leverage. Also ties in closely with the Health Information Exchange (HIE) initiate	MA : Low/Medium ME: Low CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts: While several directories and locator services exist a unified system of standards and implementation is needed. Connecticut: Maine: Rhode Island: Vermont:
20	Enhanced Technology	Electronic Document Management Service	Electronic documents management system that supports scan, fax and email interface to reduce reliance on paper for support documentation.	State based implementation. Component design and code can be shared Potential for leveraging regional purchasing power for any 3rd Party software/hardware	MA : High ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: Maine supports unstructured data storage (documents, audio, images, etc.) across several areas / Agencies including child support services, vital records, and state contracting. Rhode Island: Vermont:
21	Enhanced	Data Repository	A software reference implementation that tracks what data is	Component design and code	MA : Low	MA:	Massachusetts: Pockets of information exist in

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	Technology	and Dictionary Services	stored where? Who is the system of record for what data? What are the retention rules? What are the data reuse policies? How is the same data element labeled differently in different systems, Cross reference of system specific data elements to federal standards such as NIEM (National Information Exchange Model)	has strong potential for regional leverage Implemented at State level	ME: Low CT: RI : VT:	ME: CT: RI : VT:	disparate systems. A comprehensive implementation is needed Connecticut: Maine: Rhode Island: Vermont:
22	State System(s)	Eligibility, Enrollment Premium tax credits administration and Cost-sharing assistance administration	Leveraging a rule based engine for externalization of eligibility and enrollment policies, a state of the art enterprise eligibility/enrollment system that supports real time standards based transactions with the exchange in support of subsidized and free care programs. Systems must also be interoperable and integrated with State Medicaid/Children's Health Insurance Program (CHIP) programs and be able to interface with HHS and/or other Federal agencies and data sources in order to verify and acquire data as needed. Examples of additional core Exchange functions that could be added initially or eventually include consumer assistance, Exchange administration, and qualified health plan administration (including data and bid Management).	Implemented at state level Potential for leveraging regional purchasing power for any procurement	MA : Low ME: Low CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts: While deep system and operational knowledge exist in MA for an eligibility system, the underlying MA eligibility IT system is a legacy system that needs to be upgraded to support of vision components. Connecticut: Maine: Rhode Island: Vermont:
23	Federal Systems (interfacing partners)	New Hires, Vital Events, Income verification, Tax Verification, Public assistance, Postal Address verification etc	The federal government will be establishing a set of interfaces that support states' Exchange and Eligibility determination. These interfaces will be invoked by states or consortia of states in real time financial evaluations and eligibility determinations. "Core Data" will need to be aligned across the interfacing partners in order for the efficient transfer and use of information. An example of this is the structure and format of a person's	A single state will work with a vendor to develop an interface 'core' process that can be re-used by the other states in the consortium.	MA : Low ME: Low CT: RI : VT:	MA: ME: CT: RI : VT:	Massachusetts: MA ia participating in a similar collaboration with 12 other states (including RI, CT and VT) for the implementation of the EHR incentive payments. Connecticut: Maine:

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		(List to be confirmed)	name.				Rhode Island: Vermont:
24	Commercial Insurance Systems				MA : High ME: High CT: RI : VT:	MA: ME: CT: RI : VT:	Maine: DHA integrates directly with its commercial insurance carrier for enrollment and billing/premium collection. Rhode Island: Vermont:

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